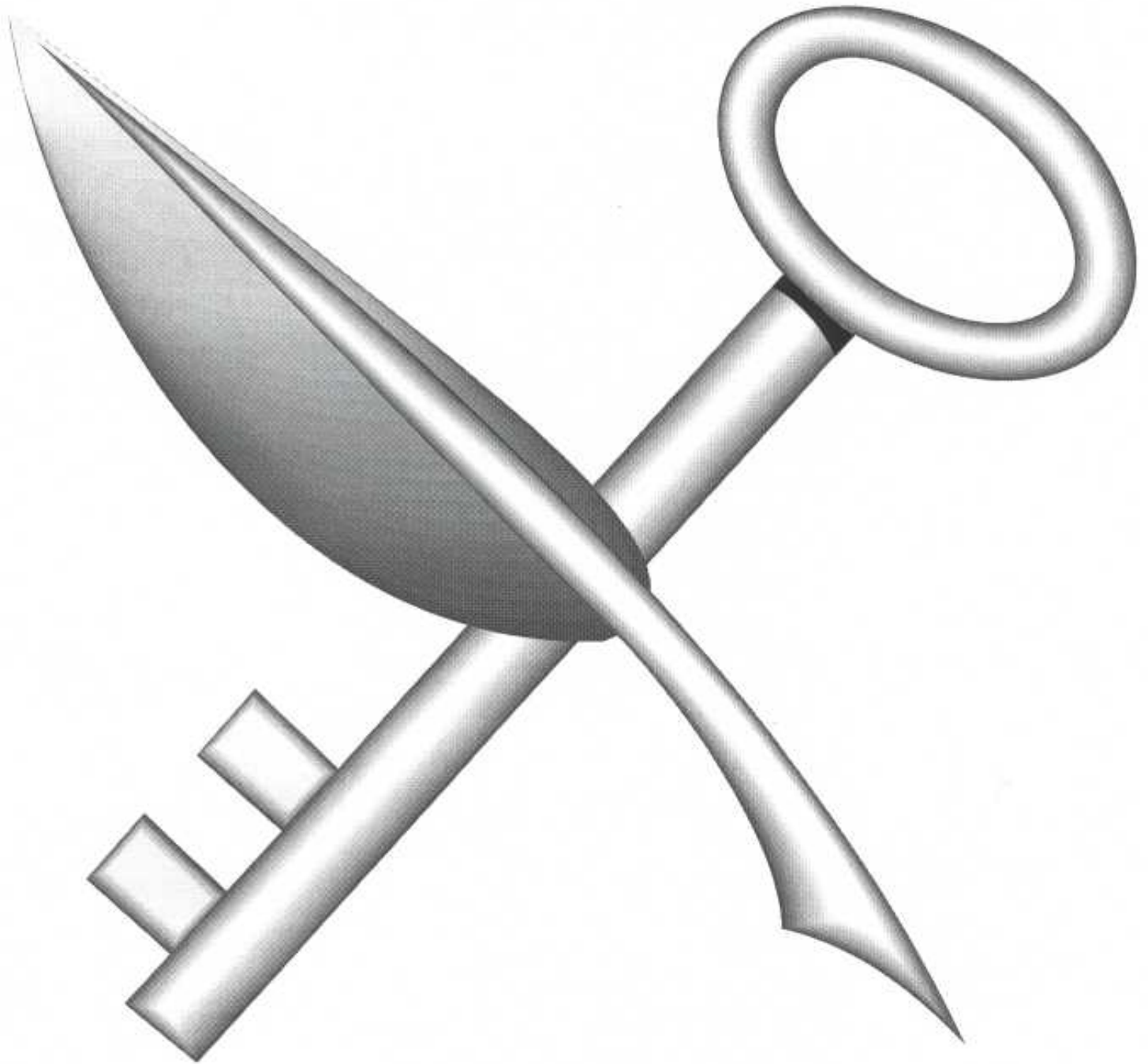


# Ship's Serviceman Lesson Plans



S-3 DIVISION LESSON PLANS

TABLE OF CONTENTS

SH LESSON PLAN NO. 1 .....	3
SH LESSON PLAN NO. 2 .....	5
SH LESSON PLAN NO. 3 .....	7
SH LESSON PLAN NO. 4 .....	9
SH LESSON PLAN NO. 5 .....	11
SH LESSON PLAN NO. 6 .....	13
SH LESSON PLAN NO. 7 .....	15
SH LESSON PLAN NO. 8 .....	17
SH LESSON PLAN NO. 9 .....	19
SH LESSON PLAN NO. 10 .....	21
SH LESSON PLAN NO. 11 .....	22
SH LESSON PLAN NO. 12 .....	23
SH LESSON PLAN NO. 13 .....	25
SH LESSON PLAN NO. 14 .....	26
SH LESSON PLAN NO. 15 .....	27
SH LESSON PLAN NO. 16 .....	29
SH LESSON PLAN NO. 17 .....	30
SH LESSON PLAN NO. 18 .....	32
SH LESSON PLAN NO. 19 .....	33
SH LESSON PLAN NO. 20 .....	36
SH LESSON PLAN NO. 21 .....	38
SH LESSON PLAN NO. 22 .....	39
SH LESSON PLAN NO. 23 .....	41
SH LESSON PLAN NO. 24 .....	43
SH LESSON PLAN NO. 25 .....	44
SH LESSON PLAN NO. 26 .....	46
SH LESSON PLAN NO. 27 .....	49
SH LESSON PLAN NO. 28 .....	52
SH LESSON PLAN NO. 29 .....	54
SH LESSON PLAN NO. 30 .....	56
SH LESSON PLAN NO. 31 .....	58
SH LESSON PLAN NO. 32 .....	60
SH LESSON PLAN NO. 33 .....	62
SH LESSON PLAN NO. 34 .....	64

**SH LESSON PLAN NO. 1**

TOPIC: SHIPBOARD TRAINING COURSE FOR SHIP'S SERVICEMAN

OBJECTIVE: 1. To acquaint trainee with the purpose, scope, and modes of the training course and the nature of his participation in it.

MATERIALS: 1. Instructor's Guide for Shipboard Training in Ship's Stores Afloat.  
2. Bibliography for Advancement Examination Study (NAVEDTRA 1005-AD)  
3. Ship's Serviceman Courses (SH3, SH2, SH1, SHC)  
4. NAVSUP P-487

INTRODUCTION: 1. Reasons for enrollment in training course.  
a. Learning to do Ship's Serviceman job better.  
b. Qualifying for advancement.  
c. Developing pride and satisfaction in fulfilling responsibilities of the job.

PRESENTATION: 1. Factors leading to success in education and training.  
a. Attitude of trainee.  
b. Planning for better use of off-duty time.  
c. Development of orderly habits.  
d. Active participation.  
2. Climbing the ladder of learning-key concepts.  
a. Familiarity  
b. Knowledge  
c. Understanding  
d. Application  
3. Kinds of learning activity.  
a. Listening to presentations.  
b. Engaging in question and answer.  
c. Participating in guided discussion (leading questions and trainee response).  
d. Conducting trainee-led discussion.  
e. Joining in formal discussions (e.g. panel).  
f. Role-playing.  
g. Preparing responses to case situations.  
h. Watching demonstrations and performing the actions.  
i. Supervised on the job training.  
4. Training in context: The importance of variable factors.  
a. Time of training.  
b. Place of training.

- c. Number in-group.
- d. Level of education and amount of previous training.
- e. Availability of facilities, materials, equipment.
- 5. Overview of material in entire course.
- 6. Qualifications for advancement.
  - a. Time in grade.
  - b. Completion of required military and occupational training.
  - c. Demonstration of ability to perform all the practical requirements for advancement by completing Record of Practical Factors.
  - d. Demonstration of knowledge by passing written examination on the professional and military qualifications for advancement.
  - e. Recommendation by Commanding Officer (via Division Officer).
- 7. Training records.
  - a. Weekly training schedule
  - b. Quarterly training schedule (OPNAV 1500- 30)
  - c. Report of training and attendance.
  - d. Individual training folder.
    - (1) PQS books
    - (2) PARS form
    - (3) Job Rotation Log
    - (4) Individual training accomplished
- 8. Anticipated results of training.
  - a. Improved performance of duties.
  - b. Meet eligibility requirements for advancement.
  - c. Becoming more aware of the nature and value of shipboard training in rating.

- APPLICATION:
- 1. Trainee note-taking.
  - 2. Familiarization with documents.

**TIPS:** Move along steadily without creating a sense of haste and tension on the part of trainees. The OVERVIEW need not be detailed. From the Table of Contents, pick out those topics, which your experience has indicated are especially applicable to your ship.

"The only place SUCCESS comes before WORK is in the dictionary"

**SH LESSON PLAN NO. 2**

TOPIC: ORGANIZATION AND ADMINISTRATION OF SALES AND SERVICES OUTLETS

OBJECTIVE: 1. To familiarize the trainees with the Sales and Services organization.  
2. To explain the functions of NEXCOM, DFAS

MATERIALS: 1. NAVSUP P-487, Chapter 1  
2. Organization Chart (with current names)

INTRODUCTION: 1. Explain the importance of subject - functions of Sales & Services Outlets.  
2. Enhances trainee's chances of advancement.

PRESENTATION: 1. Sales and Services organization

- a. Records and Returns
- b. Storage (Bulk Storerooms)
- c. Sales Outlets
  - (1) Retail Stores/Clothing Stores/Snack Bars
  - (2) Vending Machines
  - (3) Amusement Machines
- d. Service Activities
  - (1) Laundry
  - (2) Barber Shops
  - (3) Dry Cleaning plant/Tailor shop

2. Supply Department Organization Manual:

- a. Functions of personnel.

3. Supply Department Instructions:

- a. Hours of operation
- b. Sanitation and Safety regulations
- c. Posted conspicuously

4. Functions of related activities

- a. Navy Exchange Service Command (NEXCOM)
- b. Defense Personnel Support Center
  - (1) Clothing
- c. Defense Finance and Accounting Service (formerly FAADCPAC/FAADCLANT)
- d. Fleet Assistance Teams
  - (1) Located at major fleet ports
- e. Laundry Service teams:
  - (1) NEXCOM Fleet Assistance Teams

f. Type Commander

g. RSG'S

5. Authority for establishment of ship's store afloat

a. On commissioned ships and pre-commissioning ships.

APPLICATION: 1. Have trainees draw an organization chart for the sales and services outlets.

SUMMARY: 1. Review organization and functions of sales and services organization.

**SH LESSON PLAN NO. 3**

TOPIC: SECURITY OF SALES AND SERVICES OUTLETS

OBJECTIVE: 1. Name the correct procedures for securing spaces.

MATERIALS: 1. NAVSUP P-487, Chapter 1  
2. SURFSUP 4400.1G, Chapter 12

INTRODUCTION: 1. Explain the importance of security of spaces

PRESENTATION: 1. SECURITY

a. General rules

- (1) Supply spaces will be locked when not in use.
- (2) Custody and responsibility for the security of spaces will rest with the person in charge of each space.
- (3) Keys to supply spaces will be returned to the key locker when the custodian goes ashore/when secured.

b. Group III Spaces

- (1) Includes all retail outlets, vending machines and their cash boxes, and storerooms where stocks of retail or cost items are stored. When cash sales are made in a service activity, it's considered a Group III space.
- (2) Keyless type padlock used in conjunction with a deadbolt door lock or high security padlock (shrouded shackle).
  - (a) Combination and setting-in keys are placed in opaque sealed envelopes, signed by custodian and accountable officer, and placed in safe.
- (3) Procedures for entering Group III space in the absence of custodian.
  - (a) Accountable officer removes combination and enters space in the presence of two witnesses (one of whom will be a commissioned officer).
  - (b) Use damage control cutters if time does not permit the above.
  - (c) Do not leave space unattended.
  - (d) Relock, place car seal, record number with two witnesses.
  - (e) Change combination on relief/return of custodian. Conduct inventory, if desired.
  - (f) Only when the urgency of the situation dictates and when both the responsible custodian and the ship's store officer are absent may the command duty officer authorize entry into the space.

c. Group IV Spaces

- (1) Consists of ship's service activities, provided no cash transactions occur in these spaces.
- (2) Key type padlock
- (3) Distribution of keys:
  - (a) ORIGINAL in custody of person in charge during working hours. After working hours, key will be turned over to the Duty Supply Officer, to be placed in the general key locker (supply office).

## Ship's Serviceman Lesson Plans

(b) Duplicate keys kept in a special duplicate key locker in the supply office, or in the Supply Officer's safe.

(c) ORIGINAL master for all Group IV spaces in custody of the Sales Officer.

(d) Duplicate master key kept in the special duplicate key locker in the supply office or in the Supply Officer's safe.

APPLICATION: 1. Discuss security of space requirements.

SUMMARY: 1. Review the importance of proper security.



**SH LESSON PLAN NO. 4**

TOPIC: RETAIL OPERATION - AUTHORIZED PATRONS, HOURS OF OPERATION, PRICING POLICIES

OBJECTIVE: 1. To familiarize trainees with policies of operation as specified in NAVSUP P-487.

MATERIALS: 1. NAVSUP P-487, Chapter 2, Part A & B

INTRODUCTION: 1. Stress importance of requirements on authorized patrons, hours of operation and pricing policies.

PRESENTATION: 1. AUTHORIZED PATRONS

a. General

- (1) All armed forces personnel
- (2) Official passengers
- (3) Passengers enroute to duty
- (4) Technicians embarked in an official capacity.

b. Under specified conditions (See NAVSUP P-487, Chapter 2)

- (1) Disaster survivors
- (2) Other military activities
- (3) Official government organizations
- (4) Foreign governments
- (5) Merchant ships

2. HOURS OF OPERATION (See Standards of Customer Service, Appendix D of NAVSUP P-487)

a. General information

- (1) At the discretion of the Commanding Officer.
- (2) For convenience of the crew.
- (3) By suggestion of department heads.
- (4) Influenced by ship's operating schedule.

b. Publication

- (1) Posted at the front of the store/POD note.

3. PRICING POLICIES

a. Responsibility of the accountable officer

- (1) Sufficient to cover operating expenses.
- (2) Sufficient to meet the requirements of the Commanding Officer for the recreation fund.
- (3) Retail Gross profit goal (12%-15%). Vending Machine Gross profit goal (44%-50%).

b. Markup percentage

- (1) D1, D3 and E1 departments (6%). Other department (15%). Appendix I of P-487 contains the markup tables.

(2) Standard Issue Clothing (NEXCOM PUB 90)

(3) Cigarettes (NEXCOM pricing guidelines)

c. Markdowns

(1) Obsolete and shelf-worn

(2) Slow moving items

(3) Special occasions...etc

d. Publication

(1) Price list displayed or upon customer request.

(2) Each item individually marked or as required.

APPLICATION: 1. Question and answer session

SUMMARY: 1. Review main headings

**SH LESSON PLAN NO. 5**

TOPIC: CASH HANDLING AND AUDITING

OBJECTIVE: 1. To acquaint the trainee with proper procedures in cash handling and auditing

MATERIALS: 1. NAVSUP P-487, CHAPTER 2, PART C  
2. SH Cash Collection Agent PARS

INTRODUCTION: 1. Stress importance of proper cash handling and auditing to a sound Retail Operations accountability

PRESENTATION: 1. General Information

a. The Ship's Store Officer or designated cash collection agent is responsible for collection and deposit of cash. Although not recommended, the recordskeeper may be designated as a cash collection agent when sufficient personnel are not available.

b. The retail outlet operator is responsible for cash and merchandise.

2. Receipt of Cash

a. All sales made on cash basis.

b. Traveler's checks not exceeding \$5.00 more than the amount of purchase will be accepted. Personal checks up to amount of purchase will be accepted. U.S. currency will be accepted for sales.

c. Retail outlet operator is responsible for errors in pricing, making change, and proper operation of the cash register.

3. Collection Procedures

a. Cash counted and collected by accountable officer or designated collection agent each business day.

b. Cashbooks (NAVSUP 469/470) properly maintained.

c. Use of money bags or night depository safe required when cash cannot be collected daily.

d. Deposit of funds daily with Disbursing Officer if Cash Collection Agent assigned.

4. Change Funds

a. Procedures for the advance, receipt, and return of funds for each operator from the Cash Collection Agent or Disbursing Officer.

b. Amount will be stipulated in writing by the CO.

5. Refund policy

a. Conditions allowing refund:

(1) Manufacturer's guarantee

(2) Defective merchandise (no warranty and returned within 30 days)

6. Cash Collection Agent Safe

a. Only the cash collection agent will have the combination to the safe. It is prohibited to place the combination in a sealed envelope to be kept in the custody of the Sales Officer.

b. At a minimum, the combination will be changed once every six months and upon relief of the cash collection agent.

7. AUDITING REQUIREMENTS

- a. At least twice a week, the Accountable Officer will audit the cash books (NAVSUP 469/470) and ROM entries.
- b. Cashbooks will be balanced and properly closed out at the end of each month.
- c. Change funds entrusted to the Cash Collection Agent will be verified monthly by an officer, other than the ship's store officer, who is designated by the CO.

APPLICATION: 1. Note-taking

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 6**

TOPIC: VISUAL MERCHANDISING

OBJECTIVE: 1. To acquaint trainee with the proper methods of merchandising and display of ship's store merchandise

MATERIALS: 1. Ship's Store Visual Merchandising Guide (NEXCOM 90-33)

INTRODUCTION: 1. Stress importance of visual merchandising to an effective Retail Operation

PRESENTATION: 1. Purpose. To present merchandise in a manner that is: attractive, easily seen, quickly identified, readily accessible, neatly arranged, and properly correlated. Visual merchandising informs and educates the customer as to quality, price, use and other important aspects of the merchandise.

There is more to visual merchandising than just throwing the item on display or in the windows. NEXCOM has taken steps to help the store operators and SH personnel make their retail outlets attractive and eye catching. A professional is available for assistance through the Fleet Assist Team. Labor and a limited amount of material are free. However, some materials will be charged to SSPN.

## 2. Details

### a. Attractiveness

- (1) Area in which merchandise is displayed must be properly maintained.
- (2) Use seasonal decorations to add to attractiveness.

### b. Easily seen

- (1) Large items on lower shelves.
- (2) Small items at eye level and above.
- (3) Do not hide merchandise with signs and decorations.
- (4) Have bright lighting so customers can see merchandise.

### c. Quick identification

- (1) Labels and informative copy on labels should be right side out and up.
- (2) Show items so that its use or purpose is obvious.

### d. Readily accessible (saves time and renders better service)

- (1) Display "fast movers" so that they can be handed to patrons quickly.
- (2) Arrange items so they don't have to be moved to get to others.

### e. Neatly arranged

### f. Displays must be correlated

- (1) Show items that are related in use or purpose (easier selection and encourages complete shopping).

## 3. SIGNS

a. Purpose - to help someone get somewhere, and when there, to make a decision.

b. Types of signs:

- (1) Store identification signs.
- (2) Merchandise signs.

(3) Price identification signs.

c. Sign layout - be consistent.

d. Effective signs should:

(1) Attract attention with the lead line.

(2) Identify the item with the lead line.

(3) Create desire with descriptive copy.

(4) Complete the sign with the price.

e. Notices, price lists, and bulletins

(1) Keep up to date and neat.

(2) Store hours sign/decal should be easily seen.

(3) Use of bulletin board(s).

f. Decorations

(1) To arouse customer interests and add to appearance of merchandise on display.

(2) Alert customers of approaching seasonal events.

(3) Special year round decor kits.

(4) Change or refresh every month.

(5) Don't over decorate or overcrowd merchandise with display material.

4. Customer Satisfaction. Modern merchandising methods can be used to good advantage in enhancing customer satisfaction. Merchandise displays should never be used to mislead the customer. Rather than fill every shelf with one or two items, which move rapidly, a well run retail store will display, in full view of customers, a clean, neat, and orderly selection of the most of items carried. Afford patrons as much convenience as possible.

APPLICATION: 1. Note-taking  
2. Tour of the ship's store

SUMMARY: 1. Review main points  
a. Purpose of good displays.  
b. Effective displays

**SH LESSON PLAN NO. 7**

TOPIC: SHIP'S STORE FILES

OBJECTIVE: 1. To familiarize trainee with the necessary ship's store files, their function and importance in an efficient operation

MATERIALS: 1. NAVSUP P-487, para 1106  
2. Folders labeled with the names of the individual files  
3. Dummy documents for each file

INTRODUCTION: 1. Explain why everyone must know the ship's store files.  
2. Explain that each will be given a chance to handle some typical transactions at the end of the session.

PRESENTATION: 1. Ship's Store FILES. Documents placed in file SSA1-SSA24 may either be a NAVSUP/DD form or ROM System generated form.

- a. SSA1 & SSA2 - NAVSUP 235/Number Control & triplicate NAVSUP 973. Recommend putting a copy of transmittal letter for each month of accounting period.
- b. SSA3 - NAVSUP 977 & 978.
- c. SSA4 - Receipts from Purchase File /forwarded monthly to DFAS.
- d. SSA5 - Receipts from OSO/forwarded to DFAS monthly.
- e. SSA6 - Expenditures to Use File. Original and one copy of DD1149
- f. SSA7 - Surveys to Defense Business Operating Fund. Original DD 200
- g. SSA8 - Cash Sales File. Two copies of each monthly Memorandum Cash Sales Invoice. One copy of DD1149 for Bulk Sales.
- h. SSA9 - Transfers to OSO File. Two copies of each DD1149 or 1348-1 transfer document.
- i. SSA10 - Returns File. Documents needed to prepare original returns but not included in order files (for example; letter authorizing delay in returns, loans, grants, etc).
- j. SSA11 - Purchase Order File. Consists of three sub-files (SSA11A/SSA11B/SSA11C). Ten purchase orders, in numerical sequence, in each folder.
- k. SSA12 - Outstanding Requisition File. Ten requisitions, in numerical sequence, in each folder.
- l. SSA13 - Completed Requisition File
- m. SSA14 - Expenditure Invoice File. Original or copy of each document to which expenditure invoice serial number is assigned. Maintained for fiscal year (1 Oct-30 Sept). File with 30 Sept retain returns each year.
- n. SSA15 - Fiscal Gains or Losses File. Original NAVSUP 983 for price adjustments or price variances.
- o. SSA16 - Vending Machine Control File. NAVSUP 236
- p. SSA17 - Military Correspondence File
- q. SSA18 - Commercial Correspondence File
- r. SSA19 - Credit Memorandum and Cash Refund File. Copy of DD1149.
- s. SSA20 - Incoming Material File. Copy of each outstanding purchase order requisition to be used by the bulk storeroom custodian.

## Ship's Serviceman Lesson Plans

t. SSA21 - Accountability File. Kept underlock and key by the Ship's Store Officer. It contains all documents furnishing evidence of the responsibility of custodians. At the end of the accounting period, it will be used to assemble the retained returns. ROM backup tapes, ROM System Audit Correction Report, and the ROM Security Access Rights List with Appendix F of ROM TUG will also be kept in this file. Because of systems being lost or damage, recommend a dayback be done at the end of each month for the accounting period and file in SSA21.

u. SSA22 - Charges against Ship's Store Profits, Navy File).

v. SSA23 - Receipt Inspector's File. Copy of each outstanding purchase order requisition to be used by the receipt inspector.

w. SSA24 - Special Order File. Copy of each outstanding special order.

APPLICATION: 1. Demonstrate everyday transactions and uses of files, utilizing dummy files and documents.

SUMMARY: 1. Brief rundown on each of the main file categories.



**SH LESSON PLAN NO. 8**

TOPIC: SHIP'S STORE AFLOAT FINANCIAL CONTROL RECORD (NAVSUP Form 235)

OBJECTIVE: 1. To acquaint trainee with the importance of proper preparation and maintenance of the Financial Control Record

MATERIALS: 1. NAVSUP P-487, para 9101  
2. ROM Terminal Users Guide  
3. Sample NAVSUP 235's

INTRODUCTION: 1. Basis for establishing the accountability of retail outlets.  
2. Separate responsibility and combined responsibility.

PRESENTATION: 1. GENERAL. The Ship's Store Afloat Financial Control Record (NAVSUP Form 235) is a management tool used to determine accurately whether a ship's store activity is operating within prescribed monetary limits.

2. NAVSUP 235 format

a. Receipt and Expenditure column for each of the following sales outlet:

(1) Retail Store (SS #1, SS #2,...)

(2) Canned drink vending machines (#98)

(3) Other than drink vending machines (candy, cigarettes VM...)

3. All entries on NAVSUP 235 will be made at retail price, except for "cost of operations" which is at cost price.

a. Receipt column transactions (breakouts, markups, DTOs,...)

b. Expenditure column transactions (breakbacks, markdowns, intra-store transfers, transfers, etc).

4. NAVSUP 235 will be balanced and closed at the end of each accounting period and at any other time when directed by the Commanding Officer. It will be BALANCED, but not closed, for the following:

a. When an interim inventory is taken to determine financial status of a sales outlet or bulk storeroom (an inventory taken monthly in self-service stores and sales outlets operated by more than one person and more than one vending machine).

b. Upon relief of the Ship's Store Officer (not at the end of the accounting period, and returns are not submitted).

c. Upon relief of a responsible custodian, the appropriate column will be balanced.

*NOTE 1 - ROM users will first enter inventory data for each retail outlet in the ROM Inventory function to balance NAVSUP 235. The ROM system automatically posts transactions entered and closes NAVSUP 235 in the End of Period closeout function.*

*NOTE 2 - ROM users must use the last date of the month (not actual date of inventory).*

*NOTE 3 - ROM users will use the last day of the month for everything done (Cash Sales Invoice, NAVSUP 236, Inventory, Inventory Control Record, etc), so figures carry forward correctly.*

5. Combined Responsibility

a. One column will be maintained for the sales outlet and the bulk storeroom.

b. For ROM users: Change responsibility to "C" (combined) in the Resale Operations Constant.

APPLICATION: 1. Have the trainee work a sample problem.

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 9**

TOPIC: JOURNAL OF RECEIPTS AND JOURNAL OF EXPENDITURES

OBJECTIVE: 1. To acquaint trainee with the proper maintenance of the Journal of Receipts and Journal of Expenditures

MATERIALS: 1. NAVSUP P-487, Chapter 5 & Chapter 9  
2. Sample forms (NAVSUP 977, NAVSUP 978, NAVSUP 464)

INTRODUCTION: 1. Show personnel the importance of this material by briefly describing its use in the operation of the ship's store.

PRESENTATION: 1. Journal of Receipts (NAVSUP 977)

a. General information

- (1) Maintained to provide a record of all receipts at cost price.
- (2) Assigned a receiving number from a continuous series of numbers beginning each accounting period with the number "1".
- (3) ROM automatically assigns a receiving number to each receipt entered and posts the cost value of the receipt.

b. Purpose

- (1) Money is "borrowed" from the Defense Business Operation Fund (DBOF) to purchase stock.
- (2) The entries on NAVSUP 977 provide a record of the accumulation of receipts at cost price.
- (3) Repayment with cash generated from sales.

c. Filling out the Form

- (1) The value at cost of the ship's store and clothing inventory brought forward will be the first entry and posted under "Other Sources".
- (2) Receiving numbers are consecutively assigned by date to each receipt document.
- (3) Only receipt from commercial vendors and Navy Exchanges are posted to "Purchases" column.
- (4) "To Other Supply Officers" column is used only for transfers; all other expenditures are posted under "Other Expenditures".

2. Journal of Expenditures (NAVSUP 978)

a. General information

- (1) Maintained to provide a record of all expenditures of ship's store and clothing items at cost, standard or markdown price.
- (2) Receipts from the General Mess, General Stores, and other appropriations will be reported as credit expenditures (minus entry in red ink).
- (3) ROM system automatically maintains the NAVSUP 978.
- (4) Forms used for expenditure transactions: DD 200, DD 1149, DD 1348-1, NAVSUP 983.

b. Purpose

- (1) When stock is transferred to OSO, destroyed through no fault of our own,

surveyed or sold, our accountability is decreased.

c. Description of Form

(1) Expenditures are divided into two groups - ship's store stock and clothing stock.

(2) These two groups are each further divided into - to OSO and other expenditures.

d. Filling out Form

(1) Date of transaction in the first column.

(2) Invoice numbers are taken from documents.

(3) "Expended To" column shows the type of transaction.

(4) "To Other Supply Officers" column is used for transfers; all other expenditures are posted under "Other Expenditures".

APPLICATION: 1. Post some transactions in the NAVSUP 977 and NAVSUP 978.

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 10**

TOPIC: SHIP'S STORE STOCK RECORDS

OBJECTIVE: 1. To acquaint trainee with the Stock Record (NAVSUP Form 464), which is a primary tool of the Ship's Store Manager

MATERIALS: 1. NAVSUP P-487, Chapter 3, Section III  
2. Blank Stock Record cards/Stock Record Master List (ROM)

INTRODUCTION: 1. Properly used, the stock record card provides not only information regarding accountability, but also a large amount of historical data for each item of ship's stores stock. Accurate maintenance of this record is essential.

PRESENTATION: 1. GENERAL. The NAVSUP 464 will be maintained alphabetically by category. All movements of stock in or out of the bulk storeroom will be recorded on the NAVSUP 464 (except when the same person operates a sales outlet, service activity and bulk storeroom). ROM users will create a Stock Record prior to requisitioning or purchasing any ship's store item. The ROM system automatically posts transactions entered to the applicable NAVSUP 464.

2. Entries on NAVSUP Form 464:

a. ROM system:

- (1) Department codes
- (2) Stock number/Item description
- (3) Cost price/Retail price
- (4) High and Low limits
- (5) Never out items/flammable items
- (6) Stock Record Master List printed weekly

b. Stock Record cards (manual)

- (1) Filed in KARDEX files and maintained under lock and key.

c. Sales are posted only at the end of each accounting period, and the figure used is the difference between the inventory and the "Total Balance" quantity.

3. Stock Record cards/Stock Record Master List will be reviewed by the Sales Officer monthly and updated as required.

APPLICATION: 1. Each trainee will be directed to make entries on the sample cards as directed by the instructor. ROM procedures will be explained.

SUMMARY: 1. Stress importance of historical data.

**SH LESSON PLAN NO. 11**

TOPIC: INVENTORY CONTROL RECORD

OBJECTIVE: 1. To acquaint trainee with the mechanics of using the inventory control record.

MATERIALS: 1. NAVSUP P-487, Chapter 3, Part D, Section II  
2. Inventory Control Record

INTRODUCTION: 1. To stress the importance of the Inventory Control Record as a management tool.

PRESENTATION: 1. GENERAL. An Inventory Control Record is a management tool designed to ensure:

- a. The total authorized inventory is not exceeded.
- b. Stock turn goals are being achieved.

2. The Inventory Control Record will be maintained monthly (all values rounded to the nearest dollar). The ROM system will automatically produce an Inventory Control Record on demand:

- a. Inventory Control Record for Ship's Store Stock (CONUS).
- b. Inventory Control Record for Ship's Store Stock (Service Type Ship in CONUS).
- c. Inventory Control Record for Ship's Store Stock (Deployed).

3. The Ship's Store Officer will use the Inventory Control Records to analyze the following:

- a. Over/Under inventory position
- b. Review amount of outstanding orders
- c. Monies available for new stock
- d. Stock turn.

4. The maximum value of ship's store stock carried at cost price during any one month is directly related to the ship's ability to sell that material in a timely manner. The objective of any retail store is to provide service to customers by selling the highest quality merchandise with minimal inventory becoming unsaleable due to age or becoming obsolete.

*NOTE 1 - Must be printed from ROM each month to ensure NAVCOMT 153 will print. The NAVCOMT 153 won't print unless all ICR's are done.*

APPLICATION: 1. Copy of ICR to each trainee and discussion.

SUMMARY: 1. Review main points and stress importance of the ICR.

**SH LESSON PLAN NO. 12**

TOPIC: AUTHORIZED STOCK, RESTRICTIONS AND LIMITATIONS

OBJECTIVE: 1. To be able to distinguish between authorized and unauthorized items for stock and special order.

MATERIALS: 1. NAVSUP P-487, Chapter 3  
2. NEXCOM Ship's Store Bulletins

INTRODUCTION: 1. For a variety of reasons ship's store merchandise must be carefully stocked. The trainee should be made cognizant of the several restrictions and limitations that exist on authorized stock.

PRESENTATION: 1. Classification of Stock

- a. Articles intended for resale in retail outlets.
- b. Consumable materials intended for use in service activities and sales outlets.
- c. Minor equipment (less than \$100) and parts that are not included in the ship's COSAL.

2. Authorized Stock. Those items considered to be necessary for the health, comfort, or convenience of personnel in day-to-day living.

- a. Listed in NAVSUP P-487, para. 3005.
- b. Listed in Ship's Store Afloat Catalog (SSAC).
- c. Listed in Ship's Store Contract Bulletin.

3. Unauthorized Stock

- a. Additional Stock Items (Request sent to NEXCOM with a copy to TYCOM).
- b. Special Orders (Procured only from sources listed in the catalog).
- c. Articles bearing the impression of United States currency.

4. Foreign Merchandise

- a. Limited to merchandise that is locally available in the area of the ship's operation. Requirements for items of foreign merchandise will be reviewed carefully to ensure that United States manufactured merchandise is procured to meet the crew's needs, when possible.
- b. Sixth Fleet Foreign Merchandise Program
- c. Pacific Fleet Foreign Merchandise Program
- d. Pricing policy

5. Specific Limitations

- a. The sale of food items such as short orders and prepared sandwiches is prohibited.
- b. Policy on literature and recordings.
- c. Sunglasses (tested and approved models having a metal or slow burning frame and glass or plastic lenses free from undesirable optical properties).
- d. Emblematic Items
- e. Guaranteed Sale Items

f. Bonus Free Items

6. Unauthorized Activities

a. No sales outlet or service activity operated outside the ship's store, except for authorized Navy Exchange sponsored activities, will be permitted.

b. Concessions (Only Navy Exchange sponsored concessionaire will be permitted on board ships).

APPLICATION: 1. Discussion on restrictions and limitations

SUMMARY: 1. Review main points



**SH LESSON PLAN NO. 13**

TOPIC: PROCUREMENT PROCEDURES/REQUISITIONS

OBJECTIVE: 1. To acquaint trainee with requisitioning procedures for the ship's store afloat.

MATERIALS: 1. NAVSUP P-487, Chapter 4  
2. DD Form 1348/DD Form 1149/NAVSUP Form 1250-1

INTRODUCTION: 1. Stress importance of requisitioning procedures to retail management and customer service.

PRESENTATION: 1. Methods of Requisitioning

- a. Requisitions from excess stock lists.
- b. Requisitions from other Supply Officers, including:
  - (1) Shore supply support activities
  - (2) Mobile Logistic Support Force ships
  - (3) Other Ship's Store Officers
  - (4) General Mess
  - (5) General Stores
- c. Requisitions from Marine Corps and other government departments.

APPLICATION: 1. Discussion on requisitioning procedures and forms used.

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 14**

TOPIC: PROCUREMENT PROCEDURES/PURCHASE ORDERS

OBJECTIVE: 1. To acquaint trainee with purchase procedures for the ship's store afloat.

MATERIALS: 1. NAVSUP P-487, Chapter 4  
2. DD Form 1155

INTRODUCTION: 1. Stress importance of purchase procedures to retail management and customer service.

PRESENTATION: 1. Methods of Purchases

- a. Purchase orders under the Ship's Store Catalog.
- b. Purchase orders under the Ship's Store Contract Bulletins.
- c. Purchase orders under the Foreign Merchandise Bulletins.
- d. Purchases using the simplified purchase procedure (Special DD Form 1155).
- e. Purchases from Navy Exchanges.
- f. Emergency purchases from commercial sources (The senior Supply Corps officer is the contracting officer authorized to open purchase ship's store stock, material, equipment and services, with purchase authority limited to \$10,000).

APPLICATION: 1. Discussion on purchase procedures

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 15**

TOPIC: RECEIPTS

OBJECTIVE: 1. Familiarize trainees with proper receipt procedures

MATERIALS: 1. Forms for each trainee  
DD 1155, DD 1149, DD 1348/1348-1 NAVSUP 977, NAVSUP 235, NAVSUP 464  
2. NAVSUP P-487, Chapter 5

INTRODUCTION: 1. Stress importance (to sound Retail Operation's Accountability) of consistently following proper receipt procedures.

PRESENTATION: 1. RECEIPT DOCUMENTS

a. Material received aboard a ship is accompanied by a variety of receipt papers depending upon the manner in which the material was requested, the issuing activity, and the modes of transportation used in delivery. Certain certifications are common to all receipt documents. Receiving personnel must:

- Date the document upon receipt
- Circle the QTY accepted
- Sign the document to indicate receipt.

b. Receipts from Purchase: The receipt document for purchases from commercial vendors and Navy Exchanges. (DD 1155)

c. Receipts from OSO. Include receipts from the following:

- Shore supply support activities
- Mobile logistic support force ships
- Other ship's store officers
- The general mess and general stores (other appropriations/negative entry on NAVSUP 978).

(1) Forms used for OSO's – DD 1348, DD 1348-1, DD 1149.

d. DUMMY RECEIPTS: When material is received without a receipt document, a dummy receipt plainly marked "DUMMY" will be prepared on a DD 1348-1 or DD 1149. The dummy receipt will be processed in the same manner as any other receipt from OSO. If the cost price of an item cannot be determined, the unit price of the same or similar item carried in stock will be used.

e. Partial Shipments: When a partial shipment of a requisition or purchase order is received, the quantities of items received will be indicated on the receipt document. "Partial Shipment" will be annotated on the receipt document. Extra copies of the requisition or purchase order will be prepared as necessary to accomplish later receipts of the remaining items. The ROM system automatically assigns a receiving number and posts partial receipts to NAVSUP 977.

f. DISTRIBUTION:

(1) RECEIPTS FROM OSO:

(a) The ORIGINAL signed by the Accountable Officer or authorized inspector then returned to the transferring activity.

(b) One Copy signed by the receipt inspector (from SSA 23), sent to the office for extension, compared with the accountable copy, and filed in SSA 13 when completed.

(c) One Copy signed by the responsible custodian (from SSA 20), forwarded to the Sales Officer for extension, and filed in the Accountability File (SSA 21).

(d) Two Copies from the Outstanding Requisition File (SSA 12): One copy bearing the date of receipt will be extended at cost and retail (if applicable) and posted by the recordskeeper (filed in SSA 5 for the

Ship's Serviceman Lesson Plans  
monthly transmittal); the other Copy filed in the completed requisition  
file (SSA 13).

(2) RECEIPTS FROM PURCHASE:

(a) The Receipt Inspector File copy (SSA 23), signed by the receipt  
inspector, forwarded to the recordskeeper for extension at cost,  
compared with the accountable copy, and filed in SSA 11B.

(b) The Incoming Material File copy (SSA 20), signed by the  
responsible custodian, forwarded to the Sales Officer for extension,  
and filed in the Accountability File (SSA 21) - Two Copies from  
Outstanding Purchase Order file (SSA 11A): One copy (filed in SSA 5  
for the monthly transmittal); the other Copy filed in the Purchase  
Order file for material received awaiting dealer's bills (SSA 11B),  
which when completed will be filed in SSA 11C.

PRESENTATION: 1. Discussion on procedures and distribution of documents

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 16**

TOPIC: BREAKOUTS

OBJECTIVE: 1. Familiarize trainees with proper breakout procedures

MATERIALS: 1. Forms for each trainee; NAVSUP 973, NAVSUP 235, NAVSUP 464  
2. NAVSUP P-487, Chapter 6, Part B

INTRODUCTION: 1. Stress importance (to sound Retail Operations Accountability) of consistently following proper Breakout procedures.

PRESENTATION: 1. BREAKOUT DOCUMENTS - Intra-Store Transfer Data NAVSUP 973)

a. Prepared by the recordskeeper or designated personnel in QUADRUPLICATE, upon receiving a list of requirements from the Retail Outlet operator. The ROM system will print the NAVSUP 973 and then distribute as follows:

(1) Original and Duplicate - bulk storeroom custodian or delivering personnel.

(2) Triplicate - recordskeeper

(3) Quadruplicate - outlet operator or receiving personnel.

b. The issuing personnel will enter the quantity delivered and forward the Original copy to the recordskeeper.

c. The sales outlet operator will enter quantity received on his copy (He/She won't have access to the bulk storeroom custodian copies).

d. The recordskeeper will compare the custodians' copies and enter the quantity on his/her copy (when everything matches).

e. Distribution of breakout documents:

(1) Original - Accountable Officer

(2) Duplicate - Bulk storeroom custodian or issuing personnel.

(3) Triplicate - Recordskeeper

(4) Quadruplicate - Sales outlet operator or receiving personnel.

f. FINAL PRINTOUT of the Breakout documents will be reviewed by the recordskeeper and the sales officer for accuracy. NAVSUP 235 entries will also be verified.

PRESENTATION: 1. Discussion on procedures and distribution of documents

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 17**

TOPIC: TAX-FREE TOBACCO PRODUCTS

OBJECTIVE: 1. To acquaint trainee with procedures required in handling tax-free tobacco products.

MATERIALS: 1. NAVSUP Form 1234  
2. Sample DD Form 1155  
3. Contract Bulletin  
4. NAVSUP P-487, Chapter 3, Section II

INTRODUCTION: 1. Stress importance of learning procedures for handling tax-free tobacco products.

PRESENTATION: 1. General. Tax-free tobacco products will not be sold, transferred ashore or re-landed within three mile limits of the United States except:

- a. As a transfer to another Ship's Store Officer.
- b. As a bulk sale to ships not operating a ship's store.

2. Ordering Procedures

- a. Preparation of DD Form 1155
- b. Include required certification, signed by C.O. or when approved by TYCOM and authorized by the C.O., Supply Officers of the following hull type ships may sign the certification:

AD AOE AR AVT CG CV LCC LPD LHD AFS AOR AS BB CGN CVN LHA LPH

- c. Orders submitted for tax-free tobacco products must not include any other items.

3. Receipt

- a. Inspected by authorized inspector.
- b. Certificate of receipt signed by a commissioned officer or designated representative (Reverse of IRS Form 2149 or 2150).
- c. Add to tax-free tobacco products inventory (NAVSUP Form 1234).  
(1) Tax-free tobacco products will be maintained by carton on NAVSUP 464'S, but by packs on the NAVSUP 1234.
- d. Process receipt papers in the regular manner.

4. Custody, Stowage and Inventory

- a. Remove from retail store while in port. (Unless less than 15 days and time does not warrant movement of stock to a properly secured space/bulk storeroom).
- b. Inventory when arriving within, or departing beyond, the three-mile limits of the United States.  
(1) Taken by the Accountable Officer or his designated assistant.
- c. Optional Inventory Procedures. The ship is in a U.S. port for a period of 5 days or less and is scheduled to proceed beyond the three mile limit of the U.S.

5. Sales

- a. Authorized patrons.
- b. Only two opened packs can be taken ashore.

#### Ship's Serviceman Lesson Plans

c. A "Ration Card" or similar system for control of sales is recommended. A normal sales limit of 2 cartons per customer per sale is recommended.

APPLICATION: 1. Discussion on requirements and document preparation.

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 18**

TOPIC: VENDING MACHINE CONTROL (NAVSUP Form 236)

OBJECTIVE: 1. To acquaint trainee with the proper procedures for preparing the Vending Machine Control FORM (NAVSUP Form 236)

MATERIALS: 1. NAVSUP P-487, Para. 2413  
2. NAVSUP Form 236

INTRODUCTION: 1. Stress importance of maintaining the NAVSUP Form 236 in determining the financial operations of the vending machines.

PRESENTATION: 1. Vending Machine Control (NAVSUP Form 236)

a. General

(1) The NAVSUP Form 236 is primarily for internal shipboard analysis and is not submitted to any activity outside the ship.

(2) Prepared at the end of each month for each drink vending machine operated by the Sales Officer.

b. Separate Responsibility Operations

(1) One or more vending machines

(a) A Daily Record of vending machine drinks will be kept in each machine (locally prepared form).

(b) The quantity of each drink placed in each machine will be recapitulated on a summary Intra- Store Transfer Data (NAVSUP Form 973).

c. Combined Responsibility Operations

(1) One Vending Machine

(a) An inventory will be taken monthly of stock in the vending machine and the bulk storeroom.

(2) More than one Drink Vending Machine

(a) A locally prepared daily log kept in each machine. Maintain with retains returns.

(b) Quantity placed in each machine recapitulated on a summary Intra- Store Transfer Data (NAVSUP Form 973).

d. ROM generates the NAVSUP Form 236 based on information entered. Original placed in the retained returns.

e. Due to malfunction all overages and shortages of \$5.00 or more between meter readings and cash collected will be examined by the Sales Officer and corrective action taken as appropriate.

2. Repairs to Vending Machine

a. Service from commercial serviceman is procured on a DD Form 1155.

b. The cost of the service plus parts is chargeable to SSPN.

APPLICATION: 1. Trainee make appropriate entries on the NAVSUP FORM 236

SUMMARY: 1. Review main points



**SH LESSON PLAN NO. 19**

TOPIC: SURVEYS, TRANSFERS AND ISSUES

OBJECTIVE: 1. To acquaint trainee with Surveys, Transfers, and Issues in ship's store afloat.

MATERIALS: 1. NAVSUP P-487 Chapter 7  
2. DD Form 200, DD Form 1149 and NAVCOMPT 176 (with sample transactions)

INTRODUCTION: 1. Stress the requirements and types of surveys, transfers, and issues

PRESENTATION: 1. SURVEYS

a. General. Surveys provide a report for administrative review of the following:

- (1) The loss or damage of material
- (2) The cause of the loss or damage
- (3) The responsibility for the loss or damage

b. Type of Survey

(1) Formal

(a) Must be a commissioned officer, warrant officer, or enlisted member in grades E7-E9.

(b) Appointed in writing by the C.O.

(c) The following will not serve on the survey board:

- (1) CO
- (2) Officer on whose records material surveyed is carried.
- (3) Officer charged with custody of material surveyed.

(2) SURVEYS charged to Defense Business Operation Fund (DBOF):

(a) Loss of stock in shipment.

(b) Stock damaged in shipment (extended value at cost exceeds \$25.00)

(c) Loss, shortage or damage of stock during underway or inport replenishment.

(d) Loss of stock because of damage by water, oil, fire, or other similar causes.

(e) Ship's Store stock or standard Navy Clothing received in a damaged condition and revalued for sale.

(f) Standard Navy Clothing stock.

(g) Bulk stock for fleet issue held in special accounting classes.

(h) When directed by NEXCOM.

(3) SURVEYS charged to Ship's Store Profits of individual ship (SSPN):

(a) Loss of stock by evident theft.

(b) Items of stock that have no resale value because of damage and deterioration (extended value at cost exceeds \$25.00).

#### Ship's Serviceman Lesson Plans

(4) SURVEYS charged to Ship's Store Profits, Navy, General Fund (SSPN-GF) (approval of NEXCOM required):

(a) Individual ship's profit not sufficient.

(b) Concealed loss or damage (extended value at cost exceeds \$25.00).

c. Findings and Recommendations. The surveying officer will record the findings of the review and recommendations in block 14 of the DD Form 200.

d. Approval. After the surveying officer completes the Report of Survey, the DD Form 200 will be forwarded to the C.O. for approval or disapproval.

e. DISTRIBUTION

(1) Original - (for survey to DBOF) SSA- 7; (for surveys to SSPN) SSA-22; (for surveys to SSPN-GF) send original and four copies to NEXCOM for approval.

(2) One copy to the Accountability File (SSA-21).

(3) One copy to the Expenditure File (SSA-14).

## 2. TRANSFERS

a. Transfers to Other Supply Officer (within DBOF)

(1) Made at cost or standard price on a DD Form 1149.

(2) Summarized at the end of the accounting period on a Summary of Material Receipts/Expenditures (NAVCOMPT Form 176).

(3) Distribution

(a) ORIGINAL - filed in the Accountability File (SSA21). Later filed with the NAVCOMPT Form 176 in the Retained Returns.

(b) Two copies - filed in the Transfer to OSO File (SSA9). Submitted with the original NAVCOMPT Form 176 to DFAS at the end of the accounting period.

(c) Copy - filed in the Expenditure Invoice File (SSA14).

(d) Three copies - receiving activity/ship.

b. Transfers to the Marine Corps

(1) For transfers involving field allotments, the DD Form 1149 will cite the Marine Corps appropriation, operating budget and functional account.

(2) For transfer accounted for by Headquarters, U.S. Marine Corps, use headquarters commitment authorization number, "HCA No.".

c. Other Transfers (Except in cases of extreme emergency, requests will be for an official requisition with specific accounting data of the paying department).

(1) Other Government Departments and Ships Operated Under the Military Sealift Command. Every effort will be made to sell rather than transfer. If conditions prohibit local collection, transfers will be invoiced to the Navy Ships Parts Control Center (Code 7231).

(2) Foreign Governments and Foreign Vessels of War. Specific approval of the Naval Supply Systems Command is required. Every effort will be made to sell rather than transfer. If impossible to collect cash, transfers will be invoiced to the Navy Ships Parts Control Center (Code 7231). Only items not available from commercial sources will be transferred.

## 3. ISSUES

a. TYPES OF ISSUES

- (1) Health and comfort (PAY status and NONPAY status).
- (2) Cost of Operations (Retail and drink vending).
- (3) General Mess
- (4) Ship's Use (OPTAR) (includes laundry, dry-cleaning, barber and tailor supplies).
- (5) Marine Corps personnel
- (6) Survivors of marine and aircraft disasters.
- (7) Merchant ships in distress
- (8) Burial of the dead

b. Issues will be made on a DD Form 1149, DD Form 504, NAVSUP Form 28, NAVSUP Form 28A.

c. On ships operating under Special Accounting Class 207 (SAC 207) procedures, Issues to Ship's Use will be processed as a Transfer to OSO.

APPLICATION: 1. Instructor will explain sample DD Form 200 (Surveys), DD Form 1149 (Transfers and Issues) and NAVCOMPT Form 176, DD Form 504 (Request and Receipt for Health and Comfort Supplies), NAVSUP Form 28 (Requisition Receipt, Men's), NAVSUP Form 28A (Requisition Receipt, Women's).

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 20**

TOPIC: RETAIL PRICE CHANGES

OBJECTIVE: 1. To acquaint the trainee with the current procedures used in the markup and markdown of material in the Retail Operations

MATERIALS: 1. NAVSUP Form 983  
2. NAVSUP P-487, Para. 2106

INTRODUCTION: 1. Explain format of NAVSUP Form 983 and illustrate its use.  
2. Have trainees take down reference data for markons and markdowns as given in NAVSUP P-487.

PRESENTATION: 1. GENERAL. A separate Retail Price Change (NAVSUP Form 983) will be prepared to cover:

- a. Each different type of markdown of ship's store stock, excluding drink vending machine stock.
- b. Each different type of markdown of drink vending machine stock.
- c. Markons of ship's store stock.
- d. Bulk sales of ship's store stock from a sales outlet.

2. MARKDOWN. A reduction in a previously established retail price of an item of merchandise. Different types of ship's store merchandise should be marked down at different times and broken down into the following groups:

- a. GROUP I (Deep markdowns when merchandise becomes obsolete (after 6 months) or shopworn):
  - Appliances
  - Athletic supplies
  - Hobby items
  - Jewelry, men's and women's
  - Photographic supplies
  - Luggage and leather goods

- b. GROUP II (Will only be marked down to expedite sales when there is an excess of an item onboard):

- Confections and food products
- Tobacco products
- Stationary
- Sundries
- Toiletries

- c. GROUP III (Should not require any markdown, except when excesses occur):

- Cost of operations-material
- Uniform accessories (excluding standard Navy clothing)

- d. Retail Markdowns (Markdown/Markdown to Cost)

- (1) ROM users will enter retail markdowns in the ROM Retail Price Change function.

- (2) If a new card (NAVSUP 464) is prepared, the letter "M" will be added to the stock number to identify markdown items.

- e. Markdown Below Cost: A voluntary reduction in the selling price of an item below its original cost price.

- (1) The ROM system will print the NAVSUP Form 983 and post markdown below cost data to the NAVSUP Form 235 and NAVSUP Form 978.

f. Markdown to Zero

(1) Signed by the senior Supply Officer onboard, and contains the following statement:

"I have personally seen the merchandise listed here marked down to zero and have ordered it destroyed."

(2) For markdowns to zero of food and beverage stock, the following will be entered: (signed by a medical department representative).

"I have personally examined the above items and found them unfit for human consumption."

(3) The ROM system will print the NAVSUP Form 983 and post markdown to zero data to the NAVSUP Form 235 and NAVSUP Form 978.

(4) All food or beverage stock, regardless of value, which is certified unfit for human consumption, will be marked down to zero. The following will be marked down to zero when the extended value at cost of the item is less than \$25.00.

(a) Items of stock damaged or broken that have no resale value.

(b) Items of stock that cannot be sold due to overage.

(c) Items of stock that are shopworn and have no resale value.

(d) Concealed loss or damage.

3. DISTRIBUTION (Markdowns Below Cost) and Markdown to Zero.

a. ORIGINAL - SSA22 file (Charges Against Ship's Store Profits file)

b. DUPLICATE copy - SSA21 file (Accountability File)

4. MARKONS. An increase in a previously established retail price of an item of merchandise.

a. Approved by the Ship's Store Officer.

b. The Ship's Store Officer or person designated by the Ship's Store Officer will inventory the item in the presence of the ship's store operator.

c. DISTRIBUTION (Retail Markdowns and Markons)

(1) ORIGINAL - SSA21 file (Accountability File)

5. Markdowns in Combined Responsibility Operations

a. All markdowns, markdowns below cost and markdowns to zero will be posted to the appropriate column of the NAVSUP Form 235, regardless of whether the merchandise is located in the sales outlet or the bulk storeroom.

APPLICATION: 1. Ensure the interpretation and description of posting and filling out the NAVSUP Form 983 are followed.

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 21**

TOPIC: UNMATCHED EXPENDITURE LISTING/FLEET FAST PAY LISTING

OBJECTIVE: 1. To acquaint the trainee with the required actions and proper maintenance of the Unmatched Expenditure listing and Fleet Fast Pay listing.

MATERIALS: 1. NAVSUP P-487  
2. Unmatched Expenditure and Fleet Fast Pay listings

INTRODUCTION: 1. Stress importance of properly maintaining the Unmatched Expenditure and Fleet Fast Pay listings.  
2. Common discrepancies and recommendations

PRESENTATION: 1. General. The Ship's Store Unmatched Expenditure Listing displays all unmatched expenditures (payments and OSO summaries that have not matched with the receipt documents). It is mailed to ships on a monthly basis, must be annotated and returned to DAO-CL Norfolk within 30 days AFTER RECEIPT. Due to not processing Unmatched Expenditure listings or improper processing, the Navy is losing millions of dollars each year.

2. Details:
- a. The listing contains expenditure differences for a one-month period.
  - b. A cumulative listing is generated at the end of each accounting period (31 Jan, 31 May, 30 Sep).
  - c. Differences of less than \$10.00 do not appear when the expenditure is a payment made by DFAS or a Disbursing Officer. OSO summary differences of less than \$10.00 appear for information only and remain there until aged six months.
  - d. The ORIGINAL and ONE copy of the Unmatched Expenditure Listing is forwarded to each ship. Upon receipt, it will be processed and actions annotated. The ORIGINAL listing will be returned to DAO-CL Norfolk within 30 days.
  - e. The Fleet Fast Pay Listing (Monthly) will be reviewed and discrepancies reconciled to avoid unmatched expenditures/payments.

3. Common Discrepancies noted during LMA's:

- a. Unmatched Expenditure and Fleet Fast Pay listings are not being processed. No files are maintained.
- b. Don't know what to do or too BUSY to process listings.
- c. Too lazy to research differences, so "NO RECORD ONBOARD".
- d. Listings being ignored and hoping DAO-CL will resolve differences.

4. Recommendations:

- a. Take time to research and process listings. Contact vendor for any quantity and/or invoice discrepancies.
- b. If you can, bring annotated listings to DAO-CL and discuss actions and discrepancies.
- c. Unmatched Expenditure listing/Fast Pay listing File will be audited by the Sales Officer monthly.

APPLICATION: 1. Trainee note-taking

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 22**

TOPIC: INVENTORY PROCEDURES

OBJECTIVE: 1. Familiarize the trainees with proper inventory procedures

MATERIALS: 1. Forms for each trainee  
NAVSUP 238  
FLOOR PLAN OF SHIP'S STORE SPACES  
2. NAVSUP P-487

INTRODUCTION: 1. Stress importance of consistently following proper inventory procedures.

PRESENTATION: 1. INVENTORIES

a. Purposes

- (1) Verify balances of stock on hand with balances on stock record cards.
- (2) Determine difference between actual physical count and stock record balances.
- (3) Ascertain causes of these differences.
- (4) Provide data for planning to prevent recurrence of the difference.
- (5) Establish correct money value balance for accountability.

b. Physical Inventories will be taken as follows:

- (1) An itemized inventory at the end of the accounting period (sometime during the last week of business).
- (2) An itemized inventory upon relief of the ship's store officer.
- (3) An itemized inventory (bulk storeroom) upon relief of the responsible custodian
  - (a) bulk storeroom custodian (separate accountability)
  - (b) sales outlet operator (combined responsibility)
- (4) An ITEMIZED inventory (sales outlet) upon relief of sales outlet operator.
- (5) An ITEMIZED inventory (MONTHLY) in self-service retail stores and in sales outlets operated by more than one person.
- (6) An ITEMIZED inventory when there is an evidence of unauthorized entry into a sales outlet.
- (7) An itemized inventory (MONTHLY-for a minimum of four months) for ships with excessive/disproportionate differences. A copy of the NAVSUP 235 and 236 will be maintained and submitted to NEXCOM and the TYCOM at the end of each month.
- (8) At any other time when directed by the TYCOM, CO, SUPPO or Sales Officer.

c. Inventory Teams:

- (1) FIRST COUNT: either the sales officer or other commissioned officer and one enlisted person.
- (2) SECOND COUNT: enlisted person in a supply rating (E6 or above) and one other enlisted person.
  - (a) With the TYCOM approval, qualified senior enlisted personnel in a supply rating (E6 or above) may be designated to conduct MONTHLY

inventories in self-service retail stores and in outlets operated by more than one person.

d. Each page of the ROM inventory prelisting must be assigned a serial number (taken from a locally maintained Inventory Number Control log). All corrections and changes will be made in ink and initialed by the persons conducting the inventory and the responsible custodian. After completing the inventory of a space, all the NAVSUP 238 will be signed by the persons taking the inventory and the responsible custodian. THIRD COUNTS will be done by the Sales Officer. After all inventory counts have been verified and entered.

(1) ROM users will print the Inventory Count Sheets and Inventory Summary Sheets.

e. DISTRIBUTION

(1) Original of the rough Inventory Count Sheets and the smooth Inventory Count Sheets - Sales Officer (filed in SSA 21).

(2) FIRST COPY of the rough Inventory Count Sheets and smooth Inventory Count Sheets.

(a) Recordskeeper (later filed with the retained returns).

(3) SECOND COPY of the rough Inventory Count Sheets and smooth Inventory Count Sheets Responsible Custodian.

(4) FOURTH COPY maybe discarded or used as a price list.

PRESENTATION: 1. Discussion on procedures and distribution of documents

SUMMARY: 1. Review main points



**SH LESSON PLAN NO. 23**

TOPIC: CLOSEOUT OF RECORDS - FINANCIAL CONTROL RECORD AND STOCK RECORDS

OBJECTIVE: 1. To acquaint the trainee with proper closeout procedures for the Financial Control Record and the Stock Records.

MATERIALS: 1. NAVSUP P-487, Chapter 9  
2. NAVSUP Form 235 and 464

INTRODUCTION: 1. Knowledge of proper order and procedure to close out records is essential to good recordskeeping.

2. Records that are well maintained facilitate the preparation of returns.

PRESENTATION: 1. STOCK RECORDS (NAVSUP Form 464)

a. Closed out at the end of the accounting period.

b. ROM system automatically posts inventory data entered and closes out NAVSUP Form 464 in the END OF PERIOD CLOSEOUTS function.

c. After the recordskeeper closes out the NAVSUP Form 464, the Ship's Store Officer will review them to determine if they were properly closed out.

d. DISCREPANCY LIST. A discrepancy list showing all gains and losses both in quantity and retail dollar value will be prepared for any differences in the bulk storeroom still remaining after the inventory has been examined. File in the retained returns.

2. FINANCIAL CONTROL RECORD (NAVSUP Form 235)

a. General

(1) Purpose of closeout. A management tool used to determine accurately whether a ship's store activity is operating within prescribed monetary limits.

(2) Close out required at:

(a) End of the accounting period

(b) Relief of accountable officer

(c) Relief of retail store operator

(3) The ROM system automatically posts transactions entered and closes the NAVSUP Form 235 in the END OF PERIOD CLOSEOUTS function.

b. Procedures for Retail price section (ship's store, geedunk store, vending machines...)

(1) Receipts and expenditures must balance.

(2) Post sales from the cash books for months of the accounting period in the EXPENDITURE column. (ROM system automatically posts sales).

(3) Post inventory in the EXPENDITURE column. (ROM system automatically posts data).

(4) Compute difference and enter as shortage or overage. (ROM system will compute difference).

(5) Emphasize most common causes for discrepancies (listed in NAVSUP P-487).

c. Cost of operation section

(1) Cost of operation (VM)

(2) Cost of operation -material

(3) Most Service Activity supplies (laundry, barber shop, ...) will be issued to ship's use chargeable to OPTAR. However, on ships operating under Special Accounting class 207 procedures, Issues to Ship's Use will be processed as a Transfer to OSO for ultimate charge to ships OPTAR by the Supply Officer.

d. GAINS AND LOSSES

(1) EXCESSIVE DIFFERENCES

(a) For an individual outlet or for the entire ship's store operation.

(b) \$750.00 or 1% of total sales, whichever is greater.

(2) DISPROPORTIONATE DIFFERENCES

(a) For an individual outlet or for the entire ship's store operation.

(b) \$2250.00 or 3% of total sales, whichever is greater.

(c) A letter must be submitted to the type commander, with copy to the fleet commander, NAVSUP, DFAS (Washington), NEXCOM, and Navy Supply Corps School Athens. A copy of the NAVSUP 235 and a copy of the bulk storeroom discrepancy list will be enclosed.

(d) The entire ship's store operation will be inventoried and balanced monthly for a period of 4 months. A copy of the NAVSUP 235 and 236 will be maintained and submitted to NEXCOM and the Type Commander at the end of each month.

APPLICATION: 1. Close out pre-posted forms NAVSUP Form 235 and NAVSUP Form 464.

2. Trainee note-taking

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 24**

TOPIC: CLOSEOUT OF RECORDS - JOURNAL OF RECEIPTS AND JOURNAL OF EXPENDITURES

OBJECTIVE: 1. To acquaint the trainee with proper closeout procedures for the Journal of Receipts and Journal of Expenditures

MATERIALS: 1. NAVSUP P-487, Chapter 9  
2. NAVSUP Form 977 and 978

INTRODUCTION: 1. Knowledge of proper order and procedure to close out records is essential to good recordskeeping.

2. Records that are well maintained facilitate the preparation of returns.

PRESENTATION: 1. JOURNAL OF RECEIPTS (NAVSUP Form 977)

a. Closed out at the end of the accounting period.

b. Each individual column will be added. The grand total will then be recapped at the bottom of the NAVSUP Form 977. This Grand Total must agree with the Grand Total of the NAVSUP Form 978 and also the amount on line B09 of the NAVCOMPT Form 153.

c. The ROM system will automatically total and close out the NAVSUP Form 977 in the ROM END OF PERIOD CLOSEOUTS function. ROM will also enter the recap on the NAVSUP Form 977.

d. The recap will be carried forward to the NAVSUP Form 978.

2. JOURNAL OF EXPENDITURES (NAVSUP Form 978)

a. Closed out at the end of the accounting period.

b. The following entries will be made on the NAVSUP Form 978:

(1) Cost of Operations-Material

(2) Cost of Operations-Drink VM

(3) Cost of Sales-VM (Check line R of all NAVSUP 236)

(4) Cost of Sales-Retail (forced figure)

c. The ROM system will automatically total and close out the NAVSUP Form 978 in the ROM END OF PERIOD CLOSEOUTS function.

d. The Grand Total of the NAVSUP Form 978 must agree with the Grand Total of the NAVSUP Form 977 and also the amount on line B30 of the NAVCOMPT Form 153.

APPLICATION: 1. Close out pre-posted forms NAVSUP Form 977 and NAVSUP Form 978.

2. Trainee note-taking

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 25**

TOPIC: PREPARATION OF RETURNS

OBJECTIVE: 1. To instruct the trainee in the preparation of Ship's Store returns.

MATERIALS: 1. NAVSUP P-487, Chapter 9 Part C  
2. NAVCOMPT Form 153

INTRODUCTION: 1. Why submit returns?  
a. Establish proper accountability.  
b. Furnish operational information to NEXCOM.  
c. Establish a basis for analysis.

PRESENTATION: 1. Closeout of records  
a. Inventory procedures  
b. Stock records  
c. Financial Control Records  
d. Journal of Receipts/Journal of Expenditures  
e. Investigating and reporting gains and losses.

2. Returns Required  
a. Purpose of Returns  
b. Types of Returns  
(1) Four Month Returns (accounting period ending 31 Jan, 31 May, and 30 Sep)  
(2) Merged Returns (not to exceed five consecutive months)  
c. Delay and delinquency (NAVSUP P-487, para. 9202)  
d. Forwarding instructions (NAVSUP P-487, para. 9203)  
e. Documents forwarded subsequent to Returns (NAVSUP P-487, para. 9204)  
f. For the accounting period ending 30 September, a copy of the NAVCOMPT Form 153 will be forwarded via mail to Navy Supply Corps School, Code 45, Athens, GA 30606-5000.

3. Ship's Store Balance Sheet and Profit and Loss Statement (NAVCOMPT Form 153)  
a. An original and five copies will be prepared at the end of each accounting period and distributed as follows:  
(1) Original and one copy - to the appropriate DFAS (will forward one copy to NEXCOM).  
(2) One copy - Commanding Officer  
(3) Two copies - Special Services Officer (within 15 days following submission of returns whether or not profits are available for transfer)  
(4) One copy - Retained Returns  
(5) One copy - Navy Supply Corps School (period ending 30 Sep).

## Ship's Serviceman Lesson Plans

- b. The "Authorized Inventory" and "Authorized Increases" will be entered.
- c. Information on backside of NAVCOMPT Form 153 (ROM system will automatically post data).

### 4. BALANCE SHEET

- a. Receipts Section
- b. Expenditures Section
- c. The ROM system will automatically post data from NAVSUP Form 977 and 978.

### 5. PROFIT AND LOSS STATEMENT

- a. Cash from Sales (cash books/DD1149).
- b. Contributions to ship's store profits.
- c. Loans and grants from NEXCOM.
- d. Operating expenses.
- e. Surveys to General Fund.
- f. Non-operating expenses.
- g. Expenditure by Public Voucher.

### 6. Substantiation of Ship's Store Returns

- a. Balance Sheet Captions
- b. Profit and Loss Statement Captions
- c. RETAINED RETURNS

### 7. Packaging of Returns

- a. Packed unfolded and flat in a heavy corrugated fiber box or a light canvas container with sewn and waxed edges. Wooden boxes will be used if Returns are too heavy or bulky. Heavy envelopes may be used if Returns are no larger than an ordinary letter.
- b. Method of shipment

(1) 13 ounces or less - First Class Mail

(2) Over 13 ounces - Military Official Mail (MOM)

APPLICATION: 1. Note-taking

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 26**

TOPIC: LAUNDRY ADMINISTRATION AND ORGANIZATION

OBJECTIVE: 1. To acquaint the trainee with the organization of an afloat laundry.  
2. To teach the trainee basic administrative procedures used in an afloat laundry.

MATERIALS: 1. Laundry organization and flow-charts.  
2. NAVSUP P-487  
3. Ship's Serviceman 3

INTRODUCTION: 1. Reasons for learning laundry administration and organization.

PRESENTATION: 1. GENERAL

a. Laundry is one of the services provided by the Supply Department, for the benefit of ship's crew.

b. Laundrymen must be able to perform all jobs in the laundry organization with equal facility.

2. PERSONNEL

a. Number of SH's personnel may vary from three on a small ship to forty on a carrier.

b. Duties include receiving, washing, issuing, and pressing. These areas are covered in detail in other training sessions.

c. If experienced personnel are not available to perform all jobs, strikers should be assigned to help them. Strikers should not be permitted to operate machines until they have been properly instructed.

d. Laundry supervisor is responsible for the complete operation, cleanliness of spaces, equipment maintenance, training, preparation of laundry schedules, and the quality of work that the laundry produces.

3. STEPS IN PROCESSING LAUNDRY

a. Use flow chart to show steps of operation.

b. Bulk lots includes divisional laundry (uniform), flatwork (divisional and medical linen and wardroom napkins and table covers) and food service attendant uniform.

c. Individual lots include officers and CPO's personal clothing.

d. All divisional laundry is tumbler dried.

4. SHIFTS AND SCHEDULING

a. Purpose of shifts is to spread the work around among personnel.

b. Length of shifts is determined by requirements but eight hours is normal.

c. Scheduling factors includes:

(1) Amount of work that must be processed weekly.

(2) Capacity of laundry equipment (washers, dryers, and presses).

(3) Number and competence of laundry crew.

(4) Desires of Commanding Officer.

5. ADMINISTRATION

## Ship's Serviceman Lesson Plans

a. Laundry administrative procedures are handled by the laundry supervisor.

b. Procurement of Laundry Supplies.

(1) Actual procurement is done by the Accountable Officer; laundry supervisor provides information about the items and quantities needed.

(2) Normal sources of information are the contract bulletins, CARGO, and NAVSUP PUB 487.

(3) Items listed on the list of standard Ship's Store Stock are the only ones allowed. Request for others are generally not approved.

(4) Factors in determining requirements.

(a) Supplies in storage and storage space.

(b) Length of deployment

(c) Endurance of each item

(d) Source of procurement

(e) Lead time

(f) Availability of supplies in route.

(5) Factors in estimating needs

(a) Amount on hand

(b) Rate of use (obtain information from stock record cards).

c. Issues of supplies

(1) All laundry, barber and tailor supplies will be issued and charged to OPTAR as issue to ship's use. However, on ships operating under Special Accounting Class 207 procedures, issues to ship's use will be processed as a transfer to other supply officers for ultimate charge to the ship's OPTAR by the supply officer.

d. Storage

(1) Store heavy items near the laundry.

(2) Protect bottled items from breakage.

(3) Pins and other small articles should be stowed in bins or boxes to prevent pilferage.

(4) Be careful of items that are harmful to the skin, such as rust remover and cleaning compound.

(5) Calcium Hypochlorite must be kept in a suitable cool, dry location, as it is a fire hazard.

(6) Protect paper from heat and moisture, and keep volatile liquids covered.

e. Accounting of Supplies

(1) Supervisor does not normally do the accounting but he may be called upon to provide information.

(2) Laundry, barber and tailor supplies will be transferred as issues to ship's use to be charged to ship's OPTAR. This transaction will be completed before the end of each accounting period using DD FORM 1149.

f. Training

### Ship's Serviceman Lesson Plans

- (1) Most personnel do not have previous experience and their ability to perform the job is dependent on their Navy training.
- (2) The laundry supervisor is responsible for the training of his personnel, and must be familiar with training procedures.
- (3) Safety and morale factors must be stressed as well as practical knowledge.
- (4) Factors listed in the Laundry Quals Manual should be stressed and should be kept up to date.

- APPLICATION:
1. Have students construct organization charts for a typical laundry.
  2. Discuss scheduling procedures.
  3. Give demonstration on the use of various laundry forms and logs.

- SUMMARY:
1. Review main points.
  2. Stress the facts that the laundryman must be proficient in all phases of laundry operation for advancement.



**SH LESSON PLAN NO. 27**

TOPIC: LAUNDRY OPERATION AND MANAGEMENT METHODS

OBJECTIVE: 1. To acquaint the trainee with proper operation of the ship's laundry, safety and sanitation requirements.

MATERIALS: 1. NAVSUP P-487  
2. Ship's Serviceman 3

INTRODUCTION: 1. Tell trainees that several practical and knowledge factors are included in this training session and that many questions covered will appear on advancement exams.

PRESENTATION: 1. LAUNDRY EQUIPMENT OPERATION

a. Laundry Marking Machine

- (1) Proper amount of ink.
- (2) Remove and clean type weekly.

b. Washer

- (1) Conduct preoperational checks.
- (2) Proper loads.
- (3) Different types of water and detergents.
- (4) Oxalic acid cleaning solution.
- (5) Automatic mode should be used at all times.

c. Extractor

- (1) Correct loading for balance
- (2) Automatic safety cover
- (3) Foot brake and rotating drum
- (4) Lubrication

d. Drying Tumbler

- (1) Capacity of Tumbler
- (2) Temperature
- (3) Clean lint screen regularly
- (4) Set correct drying and cool down time.

e. Flatwork Ironer

- (1) Heat cylinder and rollers slowly
- (2) Correct pressure control
- (3) Provide heavy duck cloth for protecting padding on rollers.

f. Laundry Press

- (1) Check cover and padding before heating.
- (2) Proper folds with a minimum of lays.

- (3) Correct pressure
- (4) Clean strainer and muffler regularly.
- (5) Check lubrication fittings, oil cups, and leaking valves.

## 2. LAUNDRY SAFETY PRECAUTIONS

### a. General

- (1) Safety devices installed on machinery for benefit of machine operator.
- (2) Operators should be familiar with manufacturer's instructions and other sources of information available to them.

### b. Washer

- (1) Tub doors cut off current when opened.
- (2) Best measure is not to trust safety devices when loading and unloading.
  - (a) Turn off electric current - Stop and start buttons.
  - (b) Inch buttons for correct cylinder position.
  - (c) Automatic safety switch on wash motor.

### c. Extractor

- (1) Automatic safety cover
  - (a) Stops current cover
  - (b) Current flows only when closed
  - (c) Operation of locking bar
- (2) Centrifugal safety interlock
  - (a) Cover cannot be opened when basket is running.
  - (b) Operation
- (3) Safety bumper ring
  - (a) Keeps basket in true perpendicular during cycle.
  - (b) Basket should be evenly loaded.

### d. Dryer

- (1) Must be kept free of lint
  - (a) Fire hazard
  - (b) Blocks passage of air
- (2) Vacuum cleaner or compressed air jet to remove lint.
- (3) Check for leaks in steam valves or lines.
  - (a) Notify engineering department
  - (b) Engineering department makes repairs and overhauls.
- (4) Required warning signs
  - (a) WARNING

**SPONTANEOUS COMBUSTION CAN OCCUR IN FRESHLY LAUNDERED ITEMS WITHIN 1 TO 4 HOURS AFTER COMPLETION OF THE DRYING CYCLE. THIS MAY BE DUE TO A COMBINATION OF HIGH TEMPERATURE AND SOIL RESIDUES.**

(b) TO PREVENT FIRES

1. ACCOMPLISH ALL PRESCRIBED LAUNDRY CYCLES.
2. ENSURE THAT ALL DRYERS LOADS RECEIVE A FINAL 10-MINUTE TUMBLING WITH DAMPERS SET TO DELIVER AIR AT AMBIENT ROOM TEMPERATURE.
3. REMOVE ALL LAUNDERED ITEMS FROM THE DRYER WHEN THE DRYING CYCLE IS COMPLETED.
4. OVERHAUL ALL DRYER LOADS TO PREVENT RESIDUAL HEAT BUILDUP. DO NOT LEAVE THE LAUNDRY UNMANNED UNTIL THIS HAS BEEN ACCOMPLISHED.

e. Press

- (1) Gauges, valves, and pushbuttons must be working.
- (2) Utilize these gauges - do not bypass them.

3. HEAT STRESS

a. General Rules

- (1) Record temperatures in the heat stress log every four-hour period.
- (2) Report all temperatures 100 F or above to Ship's Store Officer and Medical Officer.
- (3) Inspect laundry for conditions that would cause higher heat.
- (4) Leave the laundry until a heat stress survey is done by the Medical Officer.

APPLICATION:    1. Trainee participation in operation of equipment.  
                         2. Demonstration of safety precautions by the trainee.

SUMMARY:        1. Review main points  
                         a. Proper equipment operation  
                         b. Safety features of each equipment  
                         c. Heat stress program

**SH LESSON PLAN NO. 28**

TOPIC: BARBERSHOP MANAGEMENT AND OPERATION METHODS

OBJECTIVE: 1. To acquaint the trainee with the basic principles of management and operation of a Barbershop

MATERIALS: 1. Ship's Serviceman 3  
2. NAVSUP P-487, Chapter 2, Part F

INTRODUCTION: 1. Importance of good management practices.

2. Basic information to be covered

- a. Management
- b. Operations
- c. Maintenance

PRESENTATION: 1. GENERAL

a. Proper administration and operation of the barbershop is the responsibility of the supply officer. This responsibility may be delegated to a junior Supply Corps officer after the Commanding Officer's approval.

b. Purpose. To provide regulation haircuts to shipboard personnel and maintain the traditional smart appearance of Navy men and women.

c. Post authorized grooming standards.

2. Management Practices

a. Basic layout (NEXCOM assistance)

- (1) Required adaptation to particular situation.
- (2) Lends to efficiency of operations.
- (3) Measure space for planning layout.

b. Equipment

- (1) Proper equipment is essential.
- (2) Must be in good working order.
- (3) Proper placement for efficient operation.
- (4) Adequate numbers of instruments and supplies.

c. Furniture

- (1) Should be clean and orderly.
- (2) In good repair.
- (3) Enough for size of operations.
- (4) Magazines, etc.

d. Training

- (1) Training plan for new personnel.
- (2) Supervise constantly.

3. Operations

a. Scheduling work (APPOINTMENT SYSTEM & DIVISION SCHEDULE).

(1) Post hours (CO regulates).

(2) Assign work as required.

(3) Special hours (inspections).

b. Efficiency

(1) Periodical analysis of operation.

(2) Plan work ahead.

(3) Allow time for individual appointments and for proper care of shop.

4. Maintenance

a. Proper efficiency of operations and good management depends on maintenance.

b. Make up schedule for maintenance.

c. Determine daily, weekly, monthly, and special requirements and schedule.

d. Be alert for sanitation hazards.

5. Good Barber Ethics

a. Opening the barbershop on time.

b. Giving courteous and friendly service.

c. Showing no favoritism between customers.

d. Showing respect for feelings and rights of others.

e. Setting examples of good conduct and behavior.

f. Being loyal to other barbers.

g. Practicing good sanitary techniques.

h. Having good personal hygiene and personal appearance.

i. Listening attentively to customers' complaints.

APPLICATION: 1. Note-Taking

Summary: 1. Review main points

**SH LESSON PLAN NO. 29**

TOPIC: BARBERSHOP SANITATION AND HYGIENE

OBJECTIVE: 1. To acquaint the trainee with the various aspects of sanitation and hygiene that applies to the barbershop and to the use and sterilization of equipment.

MATERIALS: 1. Ship's Serviceman 3  
2. NAVSUP P-487, Chapter 2, Part F & Appendix D  
3. Barbershop equipment and tools

INTRODUCTION: 1. The tools a barber uses are precision made and must be maintained in good operating order.  
2. Reason for studying sanitation and hygiene.  
a. Can be a problem area in the barbershop.  
b. Knowledge required for advancement.

PRESENTATION: 1. GENERAL

- a. The main purpose of barbershop sanitation is to prevent the spread of infectious diseases.
- b. Barbers will receive a physical examination before assuming duties and annually thereafter.
- c. Barbershops are inspected at least monthly by a representative of the medical department.

2. Sanitation rules

- a. Ship's barbers are prohibited from shaving customers.
- b. The barber's appearance will be neat and tidy at all times.
- c. The barber's hands and fingernails will be clean at all times.
- d. The barber is forbidden to cut the hair of anyone who has any kind of disease or sore on the scalp or the back of the neck. Report required information to the medical officer.
- e. Barbers are forbidden to remove ingrown hairs, squeeze pimples or blackheads, or treat any person medically.
- f. A fresh tissue neckband must be used for every customer.
- g. Shaving mugs, shaving brushes and neck dusters are prohibited.
- h. After using clipper blades, scissors, and combs, they will be immersed in standard disinfectant, germicide and fungicide solution before use on the next customer. This disinfectant solution must be changed daily.

3. Sanitizing equipment and Supplies

- a. Chemical Disinfectants (the use of ultraviolet light, formaldehyde tablets, and materials capable of releasing formaldehyde into the air is not authorized).
  - (1) Clippercide Spray 4-in-1 Formula: For removable clipper heads and other metallic instruments.
  - (2) Alcohol 70 percent: May be used for metallic instruments or combs.
  - (3) Disinfectant, germicide, fungicide: For disinfecting combs.
- b. Wet Disinfectant. A receptacle for holding a disinfectant solution in which objects to be sanitized are immersed. A barbicide or marvicide solution is used.

c. Disinfecting Cabinet. Used for holding sanitized clipper heads and other metallic instruments that have been disinfected with Clippercide Spray.

4. Barbershop Equipment

- a. Clipper blades, three sets of three, each set containing one size each of #000, #1, and #1 1/2.
- b. Seven combs of various designs.
- c. Three pairs of scissors.
- d. Two pair of thinning shears
- e. Two flattop brushes.
- f. Six hair clips (3 to 4 inches long).
- g. Fifteen styling brushes (women).

5. Personal Hygiene

- a. Barbers will keep themselves immaculately clean.
- b. Each barber will wash his hands before servicing a patron.
- c. Barbers will have clean fingernails and uniforms and will be clean-shaven at all times.
- d. Barbers will not smoke while working.
- e. The medical representative will inspect the barbershop monthly.

6. Skin conditions and diseases

- a. If a customer is suspected of having a skin disease, send him/her to medical.
- b. Do not try to diagnose or cure a skin disease yourself.
- c. Types of diseases to watch for:
  - (1) Ringworm
  - (2) Excess dandruff
  - (3) Impetigo
  - (4) Eczema
  - (5) Head lice

APPLICATION: 1. Note-taking

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 30**

TOPIC: REGULATIONS CONCERNING LOSS OR DAMAGE OF ITEMS IN SERVICE ACTIVITIES

OBJECTIVE: 1. To acquaint the trainee with the regulations and the procedures for handling claims for loss of, or damage to, items accepted for servicing by service activities.

MATERIALS: 1. NAVSUP P-487, Para. 8202  
2. Personal Claim (local form)

INTRODUCTION: 1. Explain that claims are necessary to account for missing property.  
2. Stress the importance of handling claims rapidly, conscientiously and correctly.

PRESENTATION: 1. Handling the Customer

- a. Show genuine interest in customer complaint.
- b. Advise that an investigation will be conducted.
- c. Be courteous in your dealings.

2. Investigation

- a. Check to see who handled the article.
- b. Satisfy yourself that a claim is in order.
- c. Determine previous condition of article and age.

3. Authority for Reimbursement

- a. Authorized by NAVSUP P-487.
- b. Commanding Officer's approval via the Accountable Officer.

4. Basis for Reimbursement

- a. Acquisition cost of the article.
- b. Age of the article.
- c. Condition of the article: Excellent, Average, and Poor. Use table in NAVSUP P-487, para 8202, as a guide in determining the claim value of personal clothing.
- d. Articles that can be repaired satisfactorily should be deleted from the claims and repairs made without charged.

5. Preparation of Claim forms

- a. Personal claim (local form)
  - (1) Original and two copies (original and duplicate retained by Disbursing).
  - (2) Forwarded to the Commanding Officer via the Sales Officer.

6. Payment of Claim

- a. Commanding Officer authorizes the Disbursing Officer to pay the claim.
- b. The Disbursing Officer will prepare a STANDARD Form 1034 to pay the claim.
- c. Claim reported on C13 of NAVCOMPT Form 153.

7. Distribution

- a. One copy of the STANDARD Form 1034 - SSA22 (Charges against Ship's Store Profits



file). Submitted with the Returns at the end of the accounting period.

b. One copy of the STANDARD Form 1034 and the copy of the claim form - SSA21 (Accountability file). Filed with the Retained Returns.

APPLICATION: 1. Practice filling out claim forms  
2. Note-taking

SUMMARY: 1. Review steps in processing claims

**SH LESSON PLAN NO. 31**

TOPIC: CUSTOMER SERVICE

OBJECTIVE: 1. To acquaint the trainee with customer service requirements and skills

MATERIALS: 1. Customer Service Manual  
2. Customer Service Evaluation Survey Form

INTRODUCTION: 1. Stress importance of customer service in a successful Retail Operation

PRESENTATION: 1. GENERAL. "Service", in the Supply Department, is what we sell and what sets us apart from other ratings. This is especially true for Ship's Serviceman. Service for ship's store is most apparent when the crew interacts with what we do. Their needs are usually basic.

- a. Does the drink vending machine have a cold drink in the flavor posted?
- b. Does the candy machine have the item I want?
- c. Did the laundry come back on time and with all the items?
- d. Is the store open on time?

2. These service concerns are pure basic items. Doing what one is suppose to do meets only minimal standards. On the other hand, what one does beyond that, is WHAT PEOPLE REMEMBER.

- a. How was the laundry claim handled?
- b. Would they give a refund gladly?
- c. Are problems/questions cheerfully answered?
- d. Did they take the effort to get the out of stock item in the store?

3. As service provider, one must remember that the customer is selfish about the service. He does not care about what your problems are or were, only did you provide what was promised and did you go beyond what was required. Remember, as a SH, we're "MORALE BOOSTERS".

4. TRAINING

- a. Customer Service Basics
  - (1) Contact point/First impressions.
  - (2) Skills (professional skills, military skills, off-duty activities skills, and face-to-face skills).
  - (3) Attitude
  - (4) Stereotyping
  - (5) Language barriers/Communication.
- b. Indoctrination on local procedures and routines.
- c. Self-evaluation/Customer service evaluation.
  - (1) "Provide the same service to the customer that you would like to receive as a customer"

5. Effect of Good/Bad service

- a. Bad service creates an attitude of resentment and frustration not only on the individual providing the service but also toward the Navy.
- b. Good service creates an attitude of satisfaction and gratitude. It implies capable, knowledgeable, and interested workers and a Naval service that cares.

APPLICATION: 1. Customer service evaluation

SUMMARY: 1. Review main points

**SH LESSON PLAN NO. 32**

TOPIC: RESALE OPERATIONS MANAGEMENT (ROM)

OBJECTIVE: 1. To acquaint the trainee with the Resale Operations automated system

MATERIALS: 1. ROM Training Guide  
2. ROM Desk Top Guide  
3. Terminal Users Guide

INTRODUCTION: 1. Basic information to be covered

- a. General information
- b. Function Keys
- c. ROM Master Menu

PRESENTATION: 1. General. ROM is the Resale Operations automated system. It operates on either a Zenith 248 or Honeywell AP (SAC 207 ships) or any 386/486 computer system. ROM system is MENU driven and permits almost all resale operations functions to be processed by selecting and entering data on terminal screens.

2. Types of screens

- a. MENU screens - display the various options, which are available to perform a function.
- b. Data DISPLAY or Data ENTRY screens - show data or information that are already established in the system. Data elements can be modified/deleted and new data entered.

3. Function Keys

- a. F1, F2, F3, F4, F5, F6, F7, F8, F9, F10
- b. ROM system WILL NOT recognize small (lower case) letters. CAPS LOCK must be in the ON position at all times.

4. DATABASE. ROM uses a database to process an event and/or a transaction during its operation.

- a. Files to be created to establish database:
  - (1) Stock Record Master - NAVSUP Form 464)
  - (2) ROM Constants Update
  - (3) Vendor File Maintenance

5. RESALE OPERATIONS MANAGEMENT MASTER MENU

- 1. Add/Modify/Delete/Print Stock Record Cards
- 2. View/Print Stock Record Cards
- 3. Requisitions/Purchase Orders
- 4. Receipt Functions
- 5. Retail Price Change
- 6. Survey
- 7. Intra-Store Transfer (NAVSUP Form 973)

8. Cash Receipts
9. Vending Machine Control/Amusement Machines
10. Inventory
11. Resale Operation Reports
12. Update Resale Operations Constants
13. Vendor File Maintenance (SSAC/Contract)
14. Miscellaneous Expenditure Transactions
15. Transaction/Price Change Corrections
16. EXIT ROM
17. ROM Data File QUERY
18. Uncollectible/Dishonored Checks

APPLICATION: 1. Actual operation of the automated system and discussion on the ROM Master Menu.

SUMMARY 1. Review main points

**SH LESSON PLAN NO. 33**

TOPIC: STANDARDS OF CONDUCT

OBJECTIVE: 1. To emphasize the requirement that all ships store personnel adhere to the standards of conduct contained in DOD Directive 5500.7 and SECNAVINST 5370.2.

MATERIAL: 1. NAVSUP P-487

INTRODUCTION: 1. Tell trainees that Standards of Conduct training is mandatory for all ship servicemen and must be conducted once every six months.

PRESENTATION: 1. GENERAL DISCUSSION

- a. Established policy for all ships store personnel.
- b. Applicability of the instruction.
- c. Violations of this instruction

2. GENERAL POLICIES GOVERNING THE CONDUCT OF NAVAL PERSONNEL.

- a. Proper conduct of official activities.
- b. Conduct prejudicial to the government.
- c. Standards of personal judgement.
- d. Dealings with business and industry representatives.
- e. Preferential treatment
- f. Acquiring conflicting financial interest.
- g. Membership in associations.
- h. Equal opportunity.
- i. Reporting suspected violators.
- j. Resolving violations.

3. REGULATIONS GOVERNING THE CONDUCT OF NAVAL PERSONNEL.

- a. Affiliations and financial interests.
- b. Using inside information.
- c. Using naval position.
- d. Dealing with present and former military and civilian personnel.
- e. Commercial soliciting by naval personnel.
- f. Assignment of reserve personnel for training.
- g. Gratuities
- h. Receipts in connection with official travel.
- i. Prohibition of contributions or presents to superiors.
- j. Use of government facilities, property, and manpower.
- k. Use of civilian and military titles or position in connection with commercial enterprises.
- l. Outside employment of DOD personnel.

m. Gambling, betting, and lotteries.

n. Indebtedness

#### 4. RESPONSIBILITIES FOR ACTION

a. Commanding Officers and Head of Activities

(1) Dissemination of applicable information to all naval personnel within their organization.

(2) Establishment and continuing execution of the procedures and controls.

(3) Disqualification of personnel from performing their duties in which they have conflicts or apparent conflicts of interest.

APPLICATION: 1. Note-taking

SUMMARY: 1. Review and discuss main points

**SH LESSON PLAN NO. 34**

TOPIC: SHIP'S STORE BEST SALES AND SERVICE AWARD

OBJECTIVE: 1. To acquaint the trainee with the requirements in qualifying for the Best Sales and Service Award

MATERIALS: 1. NEXCOMINST 4067.5C

INTRODUCTION: 1. Provide information on the nomination and evaluation of candidates for the Ship's Store Best Sales and Service Award

PRESENTATION: 1. General. The Best Sales and Service Award Program sponsored by NEXCOM begun in 1986 to recognize ship's store operations, which are outstanding and maximizing their contribution to the quality of life onboard ship. The motivation provided by this program will be significant factor in improving retail operations afloat. To participate, a ship must have achieved an overall grade of "EXCELLENT" in the Retail Operations functional area during the most recent LMA.

2. Award will be made to the best unit in each Fleet for each group as follows:

<u>Group</u>	<u>Category</u>	<u>Hull Types</u>
I	Special	CV, CVN
II Large		AD, AOE, AR, AS, AVT, CGN9, LCC, LPH, LHA, LHD
III Medium		AFS, AGF, AOR, CG, CGN, LKA, LPD, LSD
IV	Small	All others

3. Awards will cover a ship's operation for an 18-month period. Below is the schedule for the next three award periods.

<u>Award period</u>	<u>Award Presented</u>
Jul 1992 - Dec 1993	Jan 1994
Jan 1994 - Jun 1995	Jul 1995
Jul 1995 - Dec 1996	Jan 1997

4. Each TYCOM will nominate two ships for each group. Names of nominee will be submitted to NEXCOM five months prior to the end of the 18-month period.

5. NEXCOM representative will visit type commander finalists and select the best ship's store operation within each group.

APPLICATION: 1. Note-taking

SUMMARY: 1. Review main points